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Attorney's Docket No. 6065-82368

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Eitel et al.

Art Unit: 2163

Serial No.: 09/941,046

Filed: August 28, 2001

For: AGENT DESKTOP MANAGEMENT SYSTEM WITH AGENT TRAINING

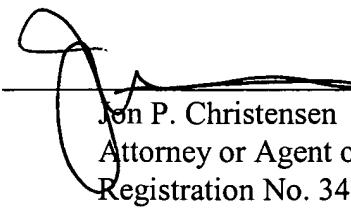
**Commissioner for Patents
Washington, D.C. 20231**

STATUS INQUIRY

1. Exactly 30 months have passed since the filing of this application on August 28, 2001. No communication has been received from the Patent and Trademark Office indicating action on this application.

2. Kindly advise the undersigned of the present status of this application.

Dated: February 28, 2005


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CERTIFICATE OF MAILING

I hereby certify that this correspondence is, on the date shown below, being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-0001.


Signature

Abigail Boone
(type or print name of person certifying)

Date: February 28, 2005